Your way to have a say in Residential Care



If something happens, you have a right to talk to someone about it.

- Fill in a form called a Post-incident Reflection form (a worker can help you)
- The form is only seen by the people that need to see it
- If you're not happy after filling in the form you can talk to someone else like:
 - Your carer
 - Your worker
 - A supervisor
 - Or someone else you can trust

Reflection Form

Talking about what's happened

Why should I fill in a reflection form?

It can help you have your say

- It can help you feel safe and listened to
- It can help (∞) make things better
- $\chi \checkmark$ It can help to figure out what works and what doesn't

Complaints

You have the right to be heard

If something is not right or you feel like you're not being listened to, there are a few things you can do:

Talk to your carer, worker or someone you can trust. If you feel like they're not listening or helping, try talking to:

A supervisor. If you're not happy with what they do you can:

You can also talk to: The office of the Guardian for Children and Young People on: 1800 275 664

Contact the Central Complaints Unit: www.childprotection.sa.gov.au/complaints or call: 1800 003 305

If it's after hours and an emergency you can call Crisis Care on: 13 16 11

How you feel and what you have to say is important. Your voice matters!







Government of South Australia

Office of the Guardian for Children and Young People

Government of South Australia

Department for **Child Protection**